



General Release Bulletin

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Optivity Telephony Manager (OTM)
Release 1.2

This document provides an overview of enhancements and advisements specific to Optivity Telephony Manager, Release 1.2 (1.20.26).

Issues 01 to 03 of this document were used for Beta Trial purposes.

Please read all of the information in this document prior to loading the software.

Any changes to this document between the print date and date of the next full update of this document will be posted on the new Electronic Software Download site at www.nortelnetworks.com, under Customer Support, then Software Distribution. This site is available to Nortel Networks employees and authorized Meridian 1 distributors.

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ADVISEMENTS

INSTALLATION

Overview

During installation, OTM checks the installation of MDAC 2.5. If MDAC installation is required, the OTM installation process will take a few extra moments to load MDAC 2.5. Do not be alarmed. This is normal and does not indicate problems with your PC.

Anytime you install new OTM software, it is important to shut down all running applications.

For network installations, all OTM client sessions must be closed. This includes both Windows and web clients. Read this document in its entirety prior to installation. Please refer to the OTM Installation and Engineering User Guide for complete details on installing OTM.

IMPORTANT: OTM must not be installed into the root (such as C:\) folder. During OTM installation, you have to install into a folder, e.g. C:\Nortel, D:\OTM. You must NOT install at root of the drive. Example: C:\, D:\. If you do so, OTM uninstall will try to delete the OTM root and its contents, which equates to everything on the drive.

The following step applies to all installations of OTM:

- Follow install wizard through the installation process of OTM and Rate Table (when applicable) installation. When prompted, select the appropriate help files that you want to install. You should only select the Web Help files if you are installing the Web Server functionality.
- At the completion of OTM installation, the user will be prompted to reboot the PC. Ensure this is accomplished before proceeding to use OTM.

The Install and Configure Guide details the service packs and option packs required on the Microsoft operating systems. Any changes to this will be documented in this Bulletin.

OTM requires a C Drive to exist. Although the OTM software can be installed on any drive, there are some dependencies on the C Drive. In particular, directory C:\dbcnv is always created during installation—it is removed at the end of installation.

OTM software should never be installed in the ROOT directory of a drive. If OTM is installed in the root directory of a drive, there is the potential during Un-installation that the whole drive would be erased!

With OTM 1.2, all OTM Server platforms require Internet Explorer 5.5.

OTM 1.2 uses Java Runtime Environment 1.3.1. Note that multiple Java Runtimes can co-exist on the same PC. During Windows 95 installation you may be required to reboot up to 3 times.

Upgrade to OTM 1.2 from MAT or OTM 1.01 – Additional Step

Once the upgrade from MAT or OTM 1.01 has completed, please run the MDRUPG.exe program which can be found at:

<OTM installation drive>:\Nortel\Millenium\Execs\

Procedures for Upgrading ITG

The following procedures must be followed for ITG to be upgraded successfully. If you do not follow these procedures, your ITG data will not be upgraded.

1. Find the current ITG database. It is (typically) located in the following directory:

<OTM installation drive>:\Nortel\Common Data\ITGIPPhone Data\

It is named ITGIPPhone.mdb

2. Copy the current database to a file with a different name. For example, make a copy of ITGIPPhone.mdb, and rename the copy "ITGIPPhone.bak".
3. Perform the upgrade of OTM.
4. Find the database, again. Assuming the installation of the new version of OTM was to the same directory, the database will be in the same location.
5. Copy over the current database, with the backed up version. A file with the name "ITGIPPhone.mdb" will exist after the installation of the new version of OTM. This file is an empty database and should be overwritten with the backed up version of the database you created in step 2.

Reference Number: MP14833

Virus/Worm Protection

Operating systems are typical targets of security attacks. OTM runs on a Microsoft operating system platform. It is recommended that you visit the Microsoft site for critical security updates prior to installing OTM.

<http://www.microsoft.com/technet/>

OTM installations don't automatically install the Index Server (IIS), but other applications may do so. Please ensure that you install the Code Red IIS patches as advised through Product Bulletin 2001-060 available on the Partner Information Center.

SUPPORTED SYSTEMS

OTM 1.2 supports the following systems:

- Succession Communication Server for Enterprise 1000, Release 1.0 and Release 1.1
- Options 11C, 51C, 61C, 81 and 81C systems running X11 Releases 19-25.40
- Option 11C Compact systems running X27 Releases 1-2
- Option 11C Mini systems running X11 Releases 24.24-25.40
- Meridian ITG Trunk 1.0 (IP Telephony M1 IP Trunks)
- Meridian ITG Line 1.0 (IP M1 Telecommuter)
- Meridian ITG Trunk 2.x (IP ISDN IP Trunks)
- Meridian ITG Line 2.x (IP Phones)
- MDECT (DMC8 card, and DMC4 with updated loadware)

MAT does not support X11 Release 25.40 or later. Support for X11 through the MAT application ends with partial support of X11 Release 25.30. MAT does not support any release of the Succession CSE 1000 platform.

SUPPORTED UPGRADE PATHS

OTM 1.2 supports direct upgrades from MAT 6.67, OTM 1.0, OTM 1.01, and OTM 1.1.

Customers on MAT releases 5.x or 6.x (not including MAT 6.67) are provided with a single ordering code that follows a two step upgrade path (first to MAT 6.67, then to OTM 1.2).

Customers on releases of MAT prior to 5.x should install OTM 1.2 as a new installation.

SUPPORTED OPERATING SYSTEMS

Limitations of Support for OTM 1.2 on Windows 95 OS

Starting December 31, 2001, Microsoft is placing the Windows 95 operating system (all languages) into non-supported phase: see <http://www.microsoft.com/windows/lifecycle.asp>.

Release 1.2 of the Optivity Telephony Manager (OTM) will be generally available in 2002, after the operating system has been put into non-supported phase. Nortel Networks' support for OTM Release 1.2 on Windows 95 operating systems will be as follows:

- OTM 1.2 will NOT be supported on any regional versions of Windows 95 Operating Systems (i.e. Windows 95 French version).
- OTM 1.2 will be supported on the English Windows 95 Operating System with the following limitations:
 - o Problems reported against Windows 95 will only be fixed if they are also pertinent to Windows 98, NT 4.0, or 2000.
 - o Problems reported against Windows 95 that are pertinent to Windows 98, NT 4.0 or 2000 will be addressed, where possible, to also cover Windows 95, but will not be tested prior to release against Windows 95.

Operating System Supported Configurations

Configurations Supporting Windows Clients (Client Server Configurations):		
OTM Server Installation on:	OTM Client Installation on:	Web Clients Supported:
Windows NT 4.0 Server OS	Windows 95 OS* (limited support) Windows 98 OS* Windows NT 4.0 Workstation OS Windows 2000 Professional OS	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08
Windows 2000 Server OS	Windows 95 OS* (limited support) Windows 98 OS* Windows NT 4.0 Workstation OS Windows 2000 Professional OS	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08
Configurations NOT Supporting Windows Clients (Standalone Configurations):		
OTM Server Installation on:	OTM Client Installation on:	Web Clients Supported:
Windows 95 OS* (limited support) Windows 98 OS*	Not Supported	Not Supported

Windows NT 4.0 Workstation OS	Not Supported	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08
Windows 2000 Professional OS		NOTE: The number of connections depends on settings in IE or Netscape. NT 4.0 Workstation and 2000 Professional allow up to 10 connections (and as an example, a single Netscape connection, may take up to 4 to 6 of these connections, thereby reducing the number of web clients potentially down to 1). It is not recommended to run more than one web client from these two Operating Systems.

*The OTM DECT application is not supported on Windows 95 and 98.

OTM Server:

Other server software required:

- Service Pack 6a for Windows NT installations
- Windows NT Option Pack 4 (for installation of IIS)
- Windows 2000 (server or professional) Service Pack 2 is required
- Internet Explorer 5.5

Software that may be required depending on how OTM is to be used:

- TCP/IP Protocol
- Remote Access Service (OTM prompts you to install RAS during OTM installation if RAS is not already installed)
- Network Card Drivers

OTM Windows Client:

Other software required:

- Service Pack 6a for Windows NT installations
- Windows 2000 Service Pack 2 is required

Software that may be required depending on how OTM is to be used:

- TCP/IP Protocol
- Remote Access Service

- Network Card Drivers
- Dial up Networking for Win 95/98

OTM Web Browser Client:

In order to guarantee access by more than one web client, the OTM software **MUST** be loaded onto either Windows NT 4.0 server or Windows 2000 Server.

The OTM Web Client can be launched from a browser on any OS supporting the Java™ 1.3.1 runtime environment. Windows 95/98, UNIX, and Macintosh platforms included.

Other software required:

- Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08

Java 1.3.1 Runtime Environment plug-in is available as part of the OTM 1.1 installation.

Novell Netware Support

OTM 1.1 introduced support for Novell Netware release 5.x on the OTM platform, with the following two Novell Netware client versions on an OTM installation:

- Novell Netware Client 3.3 (supports Windows 95/98).
- Novell Netware Client 4.8 (supports Windows NT/2000).

The OTM server is **NOT** supported on a Novell server. TCP/IP communication is supported (IPX/SPX is not).

Primary Domain Controller

OTM does not support using the OTM server as a primary domain controller.

UNSUPPORTED DONGLE (Security Device) CONFIGURATIONS

PCI-based parallel ports may have problems on certain operating systems. Compaq Proliant DL360R01 running Windows 2000 Server using a Lava PCI Bus Enhanced Parallel Port card is one such system. This configuration is not supported on OTM 1.2.

WINDOWS CLIENT PERFORMANCE

A variety of aspects will affect the speed/performance of activities performed on an OTM windows client. Some of these include:

- the amount of RAM on the OTM client PC
- the OS platform used on the OTM client PC
- the number of TNs being managed through the Station Administration application

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- other applications that may be running on the PC (including those that run in the background, such as anti-virus software)
- the amount of traffic on the LAN
- the NIC card on the client PC
- deployment in the network architecture (topology and placement of the client PC with respect to the server).

CO-RESIDENCE RECOMMENDATION AND ORDER OF INSTALLATION

Do not install the OTM server (i.e. OTM installation with windows clients) co-resident with other applications. This includes both Nortel applications and non-Nortel applications unless listed below.

OTM client or standalone (OTM installation with no windows clients) installations can co-reside with one of the other Nortel software as follows:

- CallPilot 1.07
- Symposium 4.0
- Remote Office 1.3
- MDECT Manager for Windows
- Optivity Network Management System (NMS) 9.2

OTM makes no guarantee that any of the above list of 5 applications will co-reside with each other. Please refer to bulletins specific for these other Nortel applications for any restrictions in their co-residence.

OTM can co-reside with Microsoft on the server 2000, but Microsoft Office must be installed after OTM is installed. Some elements of OTM use either Outlook, Word or Excel. Powerpoint is not used OTM, and therefore can be left off of the Microsoft Office 2000 installation.

Web client co-residence is supported with other web clients using the same version of JAVA runtime environment (version 1.3.1)

When installing OTM please ensure that the "Report Generator" application is not running as it will cause installation errors.

ACCESS AND ALARM MANAGEMENT SUPPORT

The following table shows the supported functionality related to access and alarm management in OTM as it relates to other Nortel products.

	SNMP traps (Alarm Browser)	SNMP Traps (Alarm Notification)	Text alarms (DBA)	Forward to NMS (Alarm Browser & Alarm Notification)	Help (Alarm Browser & Alarm Notification)	Serial access via OTM	Telnet Access via OTM	GUI access via OTM	Web Access via OTM
M1	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
ITG	Supported	Supported	N/A	Some Problems *Note 1	Supported *Note 2	Supported	Supported	Supported	N/A
CP 1.07	Supported	Supported	N/A	Some Problems *Note 1	Supported *Note 2	N/A	N/A	Some Problems	N/A
Mmail 13 (PMA)	Supported	Supported	Supported	Some Problems *Note 1	Supported *Note 2	Supported	N/A	N/A	Supported
Mmail 12	N/A	N/A	Supported	Some Problems *Note 1	Supported	N/A	N/A	N/A	N/A
SCCS 4.0	Supported	Supported	N/A	Supported	Supported	N/A	N/A	NOT Supported	N/A
OTM DECT Manager	Supported	Supported	N/A	Supported	NOT Supported	Supported	Supported	Supported	Supported
MDECT Mgr for Windows	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A
MIRAN 2	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A	Supported
9150 R.Office	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Some Problems	N/A
MICB 2	N/A	N/A	N/A	N/A	N/A	N/A	Supported	N/A	Supported

Notes:

*1: Forwarding alarms requires writing scripting support/translation.

*2: Help is available in Alarm Browser only.

DOCUMENTATION

OTM ships with customer documentation included in soft copy (PDF) on a separate documentation only CD-ROM. The OTM User Guides are updated for Release 1.2.

In order to view the documentation on your PC, you need to have Acrobat Reader 3.01 or later installed. If you do not have this, you will need to download a copy of Adobe® Acrobat™.

OTM 1.2 documentation is not automatically loaded onto the PC as part of the software installation process. Use the Setup program on the Documentation CD to copy the OTM 1.2 Documentation to the hard drive of your PC.

LOCALIZATION

OTM 1.2 is available in English only. The current translated version of OTM is OTM 1.01, and it is available to certain markets in French (Quebec and Europe only) and German (Europe) only.

PATCH UTILITY TOOL

This tool will be used as the primary vehicle for installing any PEPs (patches) that are required.

This tool provides the following functionality:

- Download enhancements and/or bug fixes
- Track all detailed patch information such as patch version number, date of creation, date of installation, Administration user who installs the enhancement/bug fix and a description of the patch
- Maintain backup folders for each patch
- Uninstall patches
- When using the Patch Utility Tool it is necessary to re-boot the PC after installing each patch. Please ensure that you re-boot the machine to ensure that the patch installation is concluded correctly.

WEB ACCESS

Web Access sites have changed between OTM Release 1.0x and OTM Release 1.1. OTM 1.1 and later sites are:

For desktop users, use the URL: <http://<otm pc>>

For Administrator users, use the URL: <http://<otm pc>/admin>

SUCCESSION COMMUNICATION SERVER FOR ENTERPRISE 1000, RELEASE 1 AND RELEASE 1.1

The Succession Communication Server for Enterprise (CSE) 1000, Release 1 and Release 1.1 management interface is the same as that for Meridian 1. When setting up a Succession CSE 1000, release 1.x system, select the system type "Meridian 1". When setting Machine Type, select Option 11C. For Succession CSE 1000, Release 1.0 select release 25, issue 30, and for Succession CSE 1000, Release 1.1, select release 25, issue 40.

Note that Call Servers in OTM should be treated as Main Cabinets, and Media Gateways as Expansion Cabinets.

The ability to configure something within OTM should not be misconstrued as support on Succession CSE Release 1.x. Supported features and hardware on Succession CSE Release 1.x are fully documented in the Succession documentation and take precedence over that in the OTM documentation.

SUPPORT OF OTM WINDOWS CLIENTS

Starting with OTM release 1.1, the number of Windows Clients that appear on the OTM keycode label for upgrades from OTM 1.0 or OTM 1.01 will decrease by one client.

With release 1.0 and 1.01, the server was being counted as one client. Starting with OTM 1.1, only true Windows clients that have been purchased using the codes NTTL18AA, NTTL19AA, NTTL19BA, and NTTL19CA (which do not include the server) are being counted and displayed on the keycode label.

These codes are only pertinent to end user licenses.

UPGRADES FROM OTM 1.0x to OTM 1.1 OR LATER FOR SURVIVABLE IP EXPANSION SYSTEMS

With OTM 1.0x, Survivable Cabinets were configured as separate systems from the Main Cabinet. On an upgrade to OTM 1.1 or later, these survivable cabinet “systems” should be deleted, and a link should be established between the Main and Survivable cabinets within common services.

CORPORATE DIRECTORY IN A CLIENT SERVER ENVIRONMENT

When more than one user accesses the corporate directory at the same time, the second user will see most of the menus as disabled.

MANAGEMENT OF OTM CLIENTS

If a client installation is cancelled at or after the keycode screen, or if a client is not uninstalled correctly (client PC dies and a new or replaced PC is setup, or the client PC directory is deleted without first uninstalling the client), an extra client is added to the client table.

When installing an OTM client using the “Run from Network” option, if the message “Exceed number of licensed clients. Installation will exit” appears, and the number of known installed clients has not exceeded the client count on the keycode, exit the client installation at this error message then check for the following:

On the OTM Server, launch the OTM Navigator, select the Utilities/Clients menu item, and verify that the number of clients already present is correct. Entries can be modified or deleted as required.

CALLING PARTY NAME DISPLAY SYNCHRONIZATION THROUGH STATION ADMINISTRATION

OTM does not automatically synchronize CPND data when changes are made to name data via station in maintenance mode and Link to Directory flag for CPND is checked.

BLANK PASSWORDS NOT ALLOWED FOR END USERS

OTM filters out anonymous users first by checking for blank passwords, and then will filter out invalid user ids on the LDAP server.

LDAP SYNCHRONIZATION

Any customer that deploys LDAP Synchronization must be knowledgeable about Directory Server configuration and maintenance, LDAP attribute customization, and how to work with LDAP enabled applications

If an LDAP synchronization is in the queue and scheduled for a given system or systems, and a change in the systems is required, change the selection of systems to be synchronized by checking the appropriate system(s) in the currently scheduled job rather than setting a second scheduled synchronization. When the job is run at the scheduled time it will pick up the latest selection.

LDAP Server Specific Setup Information:

OTM ATTRIBUTE	MAPPING DIRECTION	LDAP ATTRIBUTE
Unique Identifier	←	25.□ uid: Netscape Directory, Exchange, Novel NDS.

		- cn: Active Directory.
Identification	Both	26. ☐ employeeNumber: Netscape Directory, Exchange, Novel NDS. - employeeID: Active Directory.
Department	Both	27. ☐ departmentNumber: Netscape, Active Directory. 28. ☐ department: Exchange - organizationalUnitName: Novel NDS.
Street/No	Both	- postalAddress: All LDAP servers.
Country	Both	- co: All LDAP servers.
Manager	Both	Manager: Novel NDS, Netscape Directory. Manager: Active Directory, Exchange Server.
	←	

COMMUNICATION SETTINGS ON SERVER VS CLIENT

Communication profile settings are defined per site-system basis and are shared by Server and Clients. So, if a site-system defines serial profile for Station Admin, then both Server and Client PCs must have physical serial connection between the switch and themselves. The Client PC will not use the COM Ports of the serve. Any communication task uses the resources of the PC on which it is running (Client or Server).

OTM DECT VERISIGN CERTIFICATE

A Verisign certificate is included with the OTM 1.2 program. When the certificate expires, the customer will need to accept the certificate. This will be a one-time occurrence.

CALL TRACKING USING DATA FILES

Call Tracking does not allow the use of a data file. Only a real time link is currently supported.

NETWORK SETUP

OTM server fails to reach all IP addresses when there are separate cards for ELAN and CLAN. This is a known issue on Windows NT. There cannot be two separate networks cards on the same subnet on the same machine.

OTM SCHEDULER ACCESS

The OTM Windows Scheduler can only be accessed and used by users that are both listed in the Windows NT Administrator User Account, and provided with password access to run OTM.

WINDOWS 95 AND ITG APPLICATIONS

Win95 OS must be Y2K compliant, and it must contain Winsock 2.0 or later. The file name is ws2_32.dll, and it may be downloaded from <http://www.microsoft.com/windows/downloads/bin/W95ws2setup.exe>

Download the file. Install by double clicking on the executable W95ws2setup.exe. Restart the PC.

OTM PORT USAGE

OTM Server Tested

Sending

To	Port	Type	Protocol	Component
M1	513	TCP	Rlogin	Session Connect, System Terminal, StationAdmin, CPND, ListManager, ESN
M1	161	UDP	SNMP	Alarm Management, MaintWindows,
M1	21	TCP	FTP	CorpDir Upload
M1	20	TCP	FTP	CorpDir Upload (Control Channel?)
M1	1929	UDP	Unknown	DBA
SMTPServer	25	TCP	SMTP	Alarm Notification
ITG	21	TCP	FTP	OTM ITG
WinClient	139	TCP	NetBEUI	Windows Client Filesharing
LDAPServer	389	TCP	LDAP	LDAP Synchronization

Receiving

From	Port	Type	Protocol	Component
WebClient	80	TCP	HTTP	WebCS, DesktopServices, WebTBS
WebClient	4789	TCP	Unknown	Virtual System Terminal
WinClient	139	TCP	NetBEUI	Windows Client Filesharing
WinClient	3351	TCP	Btrieve	StationAdmin

M1 Tested

Sending

To	Port	Type	Protocol	Component
OTM	162	UDP	SNMP	Alarm Traps (LD117), MaintWindows,
OTM	1929	UDP	Unknown	DBA

Untested/Unconfirmed

DECT	5099	TCP	RMI	OTMDECT
Station	1583	TCP	Btrieve	StationAdmin

VT220 SUPPORT

Limited support is available for the VT220 access method to the switch. Alternatively, Web based virtual terminal can be used to access.

WEB AUTHENTICATION

Users which need to have access to Web Navigator applications (administrative access) must have local NT accounts created.

WEB ACCESS

If while attempting to access a web page, you receive the following message, wait until IIS has restarted and try calling the web page again.

HTTP Error 500-12 Application Restarting
Internet Information Services

RESOLVED PROBLEMS ON OTM 1.20.26

The following table lists PRS's resolved on OTM 1.2. Only problems initially reported through GCCS groups, listed as self installed PEPs on OTM 1.1 (indicated by "(P)"), or those reported by OTM 1.1 OR 1.2 Beta sites are documented.

PRS number	Area Found	Description
TM0094/ MPxxxxx	Web Navigator	While an OTM web client is working, if administrator logs out this session in Session Monitor page, then on client site, the close session page will be displayed as an HTTP Error 404.
MP00550	Station Administration	Using Station to delete multiple sets in NEW status gives an error and locks up Windows 95.
MP11355/ MP15895	Survivable IP Expansion, Succession CSE 1000	Clock commands for the Survivable IP Expansion cabinet in survival mode incorrectly provide information on the Clock in cabinet 0, the main cabinet. Workaround: This issue is resolved on X1125.40 (25.36B and later), and CSE Release 1.0 and later.
MP11542 (P)	Common Services	On launching Station Administration, CPND and then List Manager applications of a certain system, and leaving these application windows opened and then try to close System Window, we see a GPF occurred (always).
MP12448	Station Administration	Error message LMDBSVR appears when going in and out of menus in Station Administration, when communicating with the switch, or opening and closing menu items. Acknowledge the error to move past it. The error continues to re-occur.
MP12971	Installation	You may not be able to see the System Data, Applications or Customers from the Client PC when you open System Properties. The following error is received: "An error occurred while attempting to initialize property page this page will be disabled". After this, you are unable to schedule or launch any jobs from the Client, all jobs must be launched from the server work.
MP13111	Installation	Error messages during OTM client install
MP13113	Web Virtual Terminal	If Web Virtual Terminal is opened with the window station administration application open, it may become unstable. Station admin window hangs up and has to be killed manually when some station admin operations are performed
MP13176	Installation	When installing OTM Windows 2000 Professional client connected to OTM Windows 2000 Server, an error message occurred when the process reached 16 %: "Failed to run installation. The remote procedure call failed.". Click on OK to continue. When the installation reached 24%, another message occurred: "Failed to find client path". Click on OK button, and the installation process continues to completion.
MP13236 (P)	Web Station	If user does some changes in General page and presses submit button, the changes are accepted and a confirmation is shown. In Keys page and Feature page, before showing message about acceptance of changes, user is shown summary of all the change he/she has done, for example: Mnemonic, oldvalue and newvalue.
MP13241 (P)	Station Administration	Can't change CFTA to CFTD with the form interface in MAT 6.67.07.
MP13265	LDAP	Each type of LDAP server supported by OTM has specific constraints regarding the maximum number of characters that you are allowed to enter for a given attribute. Synchronization and update operations may fail if these limitations are not taken into

		consideration when entering data in the OTM directory. Example: The attribute "Initials" in Exchange Server just accepts 6 characters while the attribute "Middle Name" in the OTM directory does not restrict the maximum amount of characters (or has a very large limit). When synchronizing the "Middle Name" attribute of an employee in the OTM directory with the "Initials" attribute of the corresponding entry on an LDAP server type of Exchange Server, an error message occurred: "LDAP modification error: constraint violation."
MP13313	Station Administration	Validation is incorrect for 3904 sets, DIG Key feature
MP13330	Web Common Services	Web Station for non Desktop users (i.e. Administrators and Help Desk) may provide access to read/write capability although read only access is given.
MP13346	Web Station	Help Desk user can successfully logon Web End User page
MP13360	Web Navigator	After working on web applications in OTM Web Administration, a user does not logout from the session, but just closes the browser. The next time the user selects the OTM-related URL from the history of the browser, the default page of OTM Web Administration page will be displayed without asking for the user to login again.
MP13362	Web Station	When changing the first name and last name of a key, and then submit the change, a message confirms that all the changes have been saved and suggests clicking on the "Schedule" button to synchronize with the switch. The "Schedule" button may not display and the set remains in "Current Configuration".
MP13377	Online Help	Missing help page for the Virtual card by clicking on "What's This"
MP13382	Web Station	Changing the Location for a set gives the error: Unable to update Station file (Attempt to modify a non modifiable key)
MP13392 (P)	Online Help	Help not available for phantom TN
MP13403	Customizable Help	To edit a custom help file: 1. Open the Windows NT Explorer and find the custom file you want to edit. For example, follow this path to the Auto Dial custom help file: Nortel\OMServices\Jelp\Eng\CusomtHelp\StationFeatures\Keys\Key_ADL.htm 2. Use a text editor or HTML editor to open the file. DO NOT USE THE HTML EDITOR THAT COMES WITH THE BROWSER. NO NOT USE MSWORD OR WORDPERFECT. THESE APPLICATIONS INSERT FORMATTING INTO THE HTML FILE. <u>USE A TEXT EDITOR SUCH AS NOTEPAD.</u> 3. Edit the text file as needed. 4. Save the file as plain text or as an html file. Do not change the file name. NOTE: You must enable the custom file before users can view the file.
MP13405	Common Services	Cannot input customer's properties at the first time when creating a new system.
MP13506 (P)	Online Help	Incorrect help displayed for I2004 in PE units

MP13527	Station Administration	Set changes in Station Administration with Forms Interface on any Key with a valid entry will not change if you highlight it.
MP13528	Station Administration	Unable to change CLID VALUE through global update
MP13533 (P)	DECT	Information about PARK is not included in subscriptions
MP13563 (P)	Online Help	No help for Virtual line card.
MP13564 (P)	Windows Help	No help for hostname
MP13577	CPND	Update & global update of CPND creates different sets of records.
MP13588	Web Authentication	Problems may be encountered when logging onto End User pages using LDAP authentication by email. Email authentication does not work, but user id does.
MP13668	Web Station	When selecting "find all" in the Find Telephones pages of Web Station, and the number of records exceeds 1000, then the Find Telephones result cannot display. "Page Cannot Be Found ... " results.
MP13704	Maintenance Windows	DCH port on a PRI card is treated as DCH port on DCH card instead of DCH port on MSDL card.
MP13706	Maintenance Windows	Unable to display channel information for a PRI/PRI2 card on CSE1000 switch.
MP13759	Web Station	Occasional error in web station "Failed to open Station Data" when also using Station Administration to manage a set. Message that user is locked out of database is not appearing.
MP13765 (P)	25.40 Concurrency	Required for X11 Release 25.40 Beta trial sites with M3900 functionality.
MP13805	Upgrade	On one occasion, an error message "UnUseDLL(SMPINSTALL.DLL) failed" was received as part of Win 98 client upgrade.
MP13840	Station Administration	Syncs are slow and sometimes do not run at all
MP13887 (P)	Alarms	MDRSNMPSRV does not start automatically, so it will not send traps. Under Event Log Viewer, Tools, SNMP Trap Settings, there is an option to enable sending OTM traps. If this option is checked, MDRSNMPSRV will not start automatically, so it will not send traps. If this option is not checked, it will start, but since it is not enabled, it will not send the traps.
MP13892		Intermittently, while no apparent activity on server or any client an error appears: Microsoft Visual C++ Runtime Library Runtime Error! Program: C:\Nortel\Common Services\Program Files\SystemSanity.exe abnormal program termination OK
MP13901 (P)	DECT	No copyright year number shown on About DECT dialog
MP13907	ESN	ESN Sync fails from 81c CPP giving a Dr Watson error.

MP13924	Upgrade/ Installation	When installing OTM, and you let OTM install MDAC 2.5, if you choose "Reboot Later", the setup will continue and then error out instead of exiting.
MP13925	Installation	Alarm Script Wizard is not installed on Win95 clients
MP13943 (P)	ESN	ESN setup wizard sync error during retrieval of data
MP13946	Alarm Notification	The Event Log Viewer is configured to send traps on Critical, Error, and Warning messages to Alarm Notification. Critical traps are received. Only some Warning traps are received.
MP13951 (P)	Web Station	When two web client users "schedule" a station sync at approximately the same time, both web clients fail to respond.
MP13961 (P)	Station Administration	When CLS RTDA is changed to RTDD, the system does not delete AFD, AHT, AEFD and AEHT entries in forms interface.
MP13962 (P)	CPND	CPND name dialog first and last name are editable even when link to directory is checked.
MP13987	ESN	ESN application hangs when in CDP, FCAS, FCI, "Configuration" → "ADD FCI", "NXX-Central office Codes to be screened" field, when trying to change NXX range "From" and "To" field and pressing "Add" button. The Task manager shows ESN application as "Not Responding".
MP13992	Web Station	Display of 3904 buttons in Web Station does not match the order on the set.
MP14003	Web Station	Unable to program Zone for i2004 sets in Web Station
MP14027 (P)	ITG	If a user opens Card Properties in ITG Telecommuter a program error appears and the ITG Telecommuter window is closed down.
MP14028 (P)	ITG	If a user attempts to add a new node in ITG Telecommuter and mistakenly uses a Node Number which already exists, a program error is generated and the Telecommuter window is closed.
MP14032 (P)	Station Administration	OTM is sending wrong number for LNRS (LNRS 32 instead of LNRS 31).
MP14048 (P)	Common Services	An executable (clf.exe) is occupying 99% of the CPU time on NT Workstation standalone, Win'98, and NT Server.
MP14086	Web Navigator	OTM Web Navigator login does not work if there are spaces at the beginning or ending of the password
MP14105	Optivity NMS Interworking	OTM: Traps forwarded by OTM to NMS have no information
MP14114 (P)	Web Station	User cannot modify the Station Location from Web
MP14115 (P)	ITG	Self-test on DSP generates a GPF in ITG Telecommuter.
MP14132	Station Administration	A 500 port or M2616 with CLS RMMA SMWA will have another prompt called RMTN. Station Admin cannot interpret this value.
MP14134	Telecom Billing System	Unable to add several levels to the Organizational Hierarchy application.
MP14141 (P)	Station Administration	If the wrong TN number is input on a set, when user double-clicks again to choose the TN, an error appears: "An error has occurred in your application...." Clicking Ignore results in: "STATION caused a GPF in module MATDLG.DLL at 0011:17E1...." And the closing of

		Station Administration.
MP14155 (P)	Web Common Services	When there are more than 2 Directory Entries selected on Directory Update, if user wants to change all (User Group, Published, Report Access Group) to a new value, changes are not all done correctly.
MP14157 (P)	Web Common Services	On NT Server, when 2 Web browsers try Find find/change the Directory Entries at the same time, the MDRRTCToIMc.exe will use 99% of CPU.
MP14160	Upgrade	Upgrades on Windows 95/98 clients from OTM 1.0x or MAT 6.6, while running Norton Antivirus, are intermittently not successful.
MP14162 (P)	Web Station	When trying to login to an EndUser page with a valid account an ASP error appears. Message: " error '80010105', The server threw an exception. /Eng/validate.asp, line 51"
MP14183 (P)	Backup/Restore	Restoring from a disaster recovery backup file fails on Win2000 server platform.
MP14184 (P)	ESN	ESN application crashes during retrieval
MP14185 (P)	List Manager	Group hunt lists are not retrieved
MP14186	List Manager	New group call list created from OTM has extra entry when transmitted to the switch
MP14216	Station Administration	"Retrieve Since" selects the most recent "retrieve since date" for systems on the OTM, and overwrites all other systems' retrieve since date.
MP14220	Station Administration	Station parse of over 11000 sets takes about 16 hours.
MP14247	Station Administration	With multiple users accessing the same System Station Administration database, a user is unable to successfully update the Station Admin Database.
MP14263 (P)	Station Administration	AWC feature not functioning properly
MP14264 (P)	Web Station	AUTH feature validation problem
MP14267 (P)	Inventory	Closing Inventory gives a General Protection Fault
MP14270 (P)	Web Station	While trying to change or add prime DN features like SCR, PVR ACD etc the user is getting error.
MP14273 (P)	Web Station	Key based module taking more than 2 modules
MP14282 (P)	Web Maintenance Pages	Unable to display channels for PRI2 loop in web maintenance pages. Use Windows Maintenance for administration of PRI2 loop channels.
MP14286	Web Common Services	The application status of all applications on the "Current Status" page on the OTM Web Navigator remains at starting for all applications.
MP14288	DECT	With OTM 1.10.50 running on an NT Workstation (used as the server) it could take approx. 4 minutes to launch the DECT browser successfully. Once launched, the application performs normally.
MP14290 (P)	DECT	Unable to move a subscription within the same DMC card

MP14321 (P)	Web Station	Could not setup Hunt DN
MP14332	Web Common Services	Web navigator for SIPE a CSE gateways does not show the link between the main cabinet and the expansion cabinet, or the call server and media gateway, with a "+/-" option.
MP14334	Station Administration	No shortcut key for View->Sort within Station Administration.
MP14335	References	When OTM 1.01 is upgraded to OTM 1.10, references to OTM 1.01 still remain in the Windows Program Group.
MP14404 (P)	Web Station	Validation scripts show up on End User pages
MP14412	Web Navigator	Incorrect data (old Call Pilot systems) are being displayed in the Web System Navigator but not on the Windows Navigator.
MP14428 / JX0005 (P)	Directory Editor	When trying to add or delete attributes in MDR Employee Editor, it always reports "Create MDR object failed."
MP14430 / WP0039 (P)	Web Station	Web Station is designed such that user can modify a single key configuration and update it to database, before changing another key. The update is not allowed when any validation error is reported.
MP14483 (P)	Common Services	Create a new system cause OTM shutdown on Win95
MP14487	Common Services	Part of the configuration of Netscape Navigator 4.07 with OTM 1.1 requires enabling a Java Plug-In using the Java Plug-In Control Panel. I am unable to locate the Java Plug-In Control Panel on a W95 PC.
MP14514 (P)	Web Common Services	Missing Virtual Terminal app on OTM Web Navigator
MP14549	Maintenance Windows	In Web Maintenance Pages, when selecting I/O ports, OTM reports installed and running MSDL I/O ports as TMDI I/O ports.
MP14556	Station Administration	On multiple appearance prime DN's, after doing a Sync > Retrieve All, one or more of the sets is not associated with an employee in the employee database.
MP14562 (P)	LDAP	LDAP Sync window closed when adding admin account.
MP14563	Online Help	When users want to schedule a job on LDAP Server Setup, and at the scheduling window they click the Help button, an incorrect help window appears for "LDAP Server Setup—Mapping".
MP14584 (P)	Online Help	Wrong online help, version and copyright year on LDAP Sync
MP14587	Station Administration	During Station retrieval dialog box error occurred. (CoCreateInstance()FAILED). The dialog box appeared twice. This error occurred only once.
MP14598	PC Shutdown	On selected Windows NT systems only, once OTM has been installed, if trying to shutdown or reboot the PC, a Windows error message is generated: "OleMainThreadWndName' not responding".
MP14625	Rebuild Directory	Rebuild Directory does not rebuild the Employee directory. When a user opens Station Admin, then IMPORTS database from a CSV file using the "Conversion Utility" (added sets have NAMES assigned), then opens Employee Editor, the new names from the CSV are not there. Issuing the command "Run the FILE->REBUILD DIRECTORY" should cause the employee directory to be updated with the new names found in station admin database as per the documentation. Instead, all names within the station admin database are removed and Employee Editor is empty. Therefore, User is unable to perform large number of

		changes by importing from a CSV file.
MP14648	Upgrade	On upgrading from OTM 1.01, the first time you add a new site or new system an error message appears: "Error adding site to database" or "Error adding system to database". Once a new system is added, then a Communication profile, an error message shows up at the first time: "An error occurred while attempting to add the communication profile record to the database" On Migrating from MAT 6.6, when adding a new system, an error shows up. Title: "OTM Navigator" and without message. Click "OK", and another error appears, message "Error adding system to database".
MP14669	ESN	Retrieve ESN Data Fails Parse
MP14714 (P)	Station Administration	When CFTA is Denied (CFTD) then EHT and EFD should be force targeted to blank/NULL, but they are not.
MP14721	Optivity NMS Interworking	OTM/NMS Configuration shortcut points to User Login URL
MP14722	Station Administration	When importing multiple FTR for 2500 sets some FTR will not import if other FTR are not assigned to set.
MP14736	Rebuild Directory	There seems to be a limit to the number of Multiple Appearance Prime DN sets allowed in the Station Admin database. With approximately 20 Multiple Appearance Prime sets, when requesting a "Rebuild Directory", a GPF occurs and the Rebuild Directory does not complete.
MP14738	Rebuild Directory	this procedure should rebuild the OTM Directory from the data within Station Admin database in case it has become corrupt. Instead, data is removed from the Station Admin Database and the directory database is not rebuilt. Example: Rename the pmd003.mdb file emulating a missing file, or copy a different file in the directory and name it pmd003.mdb 4. Run the Rebuild Directory. 5. open the directory. The file should be rebuilt and should open correctly. Instead, an error appears indicating the path is invalid. Directory is not rebuilt as it should be causing problems for customers attempting to rebuild the employee directory. User can import station data, but the Rebuild Directory functionality will not work.
MP14739	Compact and Repair	Compact and Repair is not designed to be used on an application that is currently running. Compact and Repair will run without error, so long as Import/Export has been closed before Compact and Repair is run.
MP14740	Employee Editor	In the Employee Editor, the Display Name field is now read-only
MP14741	Directory	OTM Directory files, are not upgraded during build to build conversion. Sites built new with 1.10.44 have a field called "Web Reporting Access Rights" (OTM 1.2 Feature Requirement), but sites upgraded from 1.10.15 do not. Sites built new with 1.10.44 have Display Name as a read only field, but sites upgraded from 1.10.15 can still make changes to it because they are not marked read only.
MP14763	Telecom Billing System	MDRRLE00002 error is generated by TBS in Event Viewer (and Alarm Notification if configured) when launching the DNIS Detail Report.
MP14821 (P)	Station Administration	Slow launch of Station Admin
MP14823	Station Administration	Can't change DCS sets over loop 80 in normal interface on a large switch (not Option 11C or CSE 1000)
MP14824	Station Administration	Can't change FTR features (CFW, FDN, EFD) on DCS sets using forms interface.

MP14847	DECT	Blank Navigator Tree on client after migration. After migrating from MAT 6.67.07 to OTM 1.1 on both server and its clients, on creating a new system at server and launching that system at client side, a blank system window is shown (the Navigator Tree under that window disappears). The user cannot use OTM any more
MP14855	DECT	Upgrading to DECT Concentrated adds sets into OTM as Virtual sets, but does not delete the regular TN instance of the set resulting in an inability to remove these duplicate sets via a synchronization with the switch since these sets no longer exist on the switch database.
MP14947	Common Services	"Event Log Viewer" "Tools" "SNMP Trap Setting" should be specific to the pc running OTM. Instead it is shared among all PC's running OTM.
MP14948	Event Log Viewer	snmpcfg.ini enable dialog is partially broken
MP15014	Import/Export	Intermittently, on Windows NT workstation upgraded from OTM 1.01 to OTM 1.1, on the first attempt only, Import / Export Utility generates errors.
MP15057	ITG ISDN	Unable to change read-only community name and read-write community name. SNMP community names are not updated. Also, customer is unable to access the card that this was transmitted to.
MP15140	Security	Customer password is prompted in data script engine.
MP15191	Station Administration	Can't Program SCU key with windows 98.
MP15207	Station Administration	If the CPND name is changed in the switch (PBX) by the use of a dumb terminal and a retrieval is done thru OTM into an existing database the Name in station Admin does not update or change.
MP15218	Regional OS	The Alarm Browser GUI come up without Alarm information on Simplified Chinese OS.
MP15228	Station Administration	CLID won't change using Global Update for Multiple SCR
MP15249	Web Navigator	WEB Navigator Page left row is not displayed
MP15255	Event Log	During an ESN Sync transmit, 2 events in the Event Log Viewer are marked as "Error". These events seem to be normal "info" events and are probably incorrectly categorized.
MP15313	Global Update	Cannot perform global update of AST on digital sets
MP15328	Station Administration	Synchronization logs do not reference OTM.
MP15374	Regional OS	Station Administration doesn't work on NT4.0 Japanese OS.
MP15377	Web Station	Cannot display and change Telephone Access Profiles on Web. Error message results
MP15378	Regional OS	Program Error of Features and Details at Web User Sets on NT 4.0 Japanese OS
MP15382	Upgrade	Templates and reports of Corporate Directory lost after migration from MAT 6.67.07
MP15541	Station Administrations	While OUTing or RPLing a set in Station Administration, a MATCOMM error may occur, followed by a GPF which causes the port to lock up, requiring a PC reboot.
MP15564	Security	Unable to build Security template including TBS
MP15575	Regional OS	There is no "Virtual System Terminal" in the enabled System on Chinese OS.
MP15585/ MP16199	Station Administration	From Station Administration, launch the employee selector. When closed, an illegal operation dialog box appears.
MP15646	Regional OS	OTM DECT manager can not be started on Danish windows.
MP15737	Regional OS	Cannot open a station data on simplified Chinese OS, NT 4.0.

MP15738	Regional OS	Cannot retrieve station data on Chinese OS, NT 4.0.
MP15739	Regional OS	Cannot see the features in detail while clicking Features button on Chinese OS, NT 4.0
MP15771	Help	The I/O Navigator help for LD 135 does not list the commands for Survivable IP cabinets
MP15791	Help	Help on i2050 set not available in Maintenance Windows
MP15792	Help	Help not available for NPR error messages
MP15879	Station Administration	Reconcile TN does not delete the virtual/phantom sets if the corresponding superloop does not also exist on the switch.
MP15924	Regional OS	Cannot start OTM Dect Manager on German OS
MP15961	Station Administration	In a Windows 95 Standalone setup, adding or changing a DCS set will result in an error.
MP15380	Maintenance Windows	When running Maintenance windows for Core Equipment / Network Groups, CNI card type, intermittently the switch overlay stays open.
MP14567	Help	Help for Scheduling Window on List Manager
MP15670	Help	Help online of OTMDECT Application
MP15786	Help	Missing help on 1) close button of some applications, 2) Maximize, Minimize, Restore of ESN, and 3) What's this? On some applications incorrect.
MP16381	Help	BUG and AUD codes missing in online help
MP13955	Web Station	Web user is not notified if the job they just scheduled failed.
MP15667	Common Services	On Windows 2000 Professional standalone, it takes a long time to launch a new system window, and OTM cannot close.
MP16194	TBS	TBS will not cost CDR records following an upgrade 1.10.50 to 1.2 on a Windows NT Server 4.0 with service pack 5.
MP16285	ITG Services	The Loss and level plan in the ITP Phone Properties has a pull down menu with various countries. There are no countries in that pull down menu.
MP16312	Web Station	Can not program ZONE information for i2050 set in web station
MP16390/ MP15853	Web TBS Reports	Web based TBS pages do not timeout.
MP16391	Web TBS Reports	Unable to run web based TBS reports. All TBS web reports fail with MS Jet error on NT 4 Server platform.
MP16420	Traffic Analysis	Filter editor missing in Traffic program on new Win NT 4.0 server installation
MP11867	Alarm Notification	Alarm Notification not handling MMAIL, SCCS, CP traps
MP13648	Readme	OTM Readme.txt file still references MAT
MP16377	Station Administration	Unable to Swap Unlike type digital sets
MP14177	Help	Missing help info about Site/System of alarms
MP16531	Custom Help	Customized Web Help Pages do not show customized help
MP14116	Station Administration	When user changes some info on a set by Station Admin or Web Station, when validate the data, the warning is not clear

MP16403	Upgrade	Unable to register a required DLL error during upgrade
MP16580	TBS Web Reports	No option to choose Web Reporting Access Rights
MP16607	OTM DECT	OTM-dect application don't work with a certain keycode
MP16711	OTM DECT	Home DN for DECT set not allowed to be more than 7 digit
MP16608	OTM DECT	Meridian Companion/Synchronize To DMC "fails" (OTM)
MP16720	TBS	SEB Collection scripts missing in OTM

KNOWN ISSUES ON OTM 1.20.26

PEPs OR SERVICE UPDATES FOR OTM 1.20.26

At the time of writing, no separately installed PEPs or Service Updates are required for OTM 1.20.26. Any PEPs or Service Updates generated following the publication of this document will be provided on the Electronic Software Download site on the Partner Information Center at:

www.nortelnetworks.com

Customer Support Home

Software Distribution

Meridian PEP Library (left hand side, password protected site)

Enter MPL, View MultiMedia PEP Tools

Select Product="OTM", Platform="ALL", Release = "1.20.26" and Search

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

CPND

When accessing Employee Editor to change the name associated with a given set, but not selecting a name, and hitting the OK button, a GPF will occasionally occur.

Workaround: Reboot the PC.

Reference Number: MPxxxxx

CONSOLIDATED REPORTS SYSTEM (CRS)

Scheduled reports fail on OTM run from a Windows 2000 professional client.

There is no known workaround at this time.

Reference Number: MP13797

TERMINAL

If someone is already logged in to the switch from an M1 console, OTM may not be able to connect to the switch, such as during an Update System Data, or when a System Terminal connection cannot be established. It reports "Failed to receive OVL111 prompt from M1". This message means that there are no PTY ports available on the switch.

This problem is on the switch side. The problem is fixed on release X11 25.33b or later for Succession CSE 1000, release 1, and X11 25.36b and later for Meridian 1. A patch is available for X11 25.30 and X11 25.15 software releases. Please quote reference number MPLR15464

Reference Number: MP08480/MP10997

Using OTM System Terminal configured as system type "Generic" cannot connect to Meridian Home Office II router.

Workaround: Either use the Windows' terminal emulator (installed as part of Windows)

OR

Start VT220. When it fails the first time, save the configuration as a config file (go to File/Save Configuration As), then VT220 will work! After this if you disconnect, you can connect/disconnect many times without an error as long as you keep VT220 open. If you close VT220 then you have to do 'save as' again.

Reference Number: MP11579

DECT

OTM DECT does not refresh after a firmware upgrade to show the new load details.

Workaround: If the DMC8 is re-inserted the correct information is then refreshed on the OTM DECT.

Reference Number: MP15185

Coresidence with Other Nortel Applications

There are three known OTM affecting issues logged against CallPilot/Symposium Call Center Server.

- Installing OTM 1.20.19 then SCCS 04.01.07 results in errors during installation. Reference Number: MP16354
- OTM 1.20.19 does not work following uninstall of SCCS 04.01.07. Reference Number: MP16355
- Installing OTM 1.20.19 in the default directory, then installing Call Pilot 1.07.09 in the default directory, will result in "ODBC files found in use" message clock. Ignoring will allow the installation to continue, but if problems then occur, reinstall CallPilot. Reference Number: MP16356

Survivable IP Expansion Support on X11 Release 25.30

Clock commands for the Survivable IP Expansion cabinet in survival mode incorrectly provide information on the Clock in cabinet 0, the main cabinet.

Workaround: This issue is resolved on X1125.40 (25.36B and later), and CSE Release 1.0 and later.

Reference Number: MP11355

User Guide Corrections

Incorrect URL reference in TBS documentation (e.g., <http://localhost/OTM/execs/default.htm>).

Documentation: Using Optivity Telephony Manager Release 1.2 Telemangement Applications

Part No.: P0986986

Page: 130

Section: System Access, Step 1 – Log on as end-user

Workaround: Proper URL is <http://localhost>.

Reference Numbers: MP16370

Limit for First + Last Name

There is a 27 character limit for a combined first + last name due to display restrictions for CPND. First + Last Names exceeding this count will encounter a General Protection Fault requiring the PC to be restarted.

Workaround: Keep first + last name to 27 characters or less.

Reference Numbers: MP16714

OTHER KNOWN PROBLEMS

This list includes known problems that are not already documented above.

PRS	Area	Description	Comments
MP13192	Telecom Billing System	TBS crashes when sending reports using Lotus Notes 123, RLS 5.0.6A, 2001	Can use Microsoft Outlook as email application. Alternatively, contact Microsoft for a free patch, or install another Microsoft product to get full MAPI . Following are the two articles documenting this support: http://support.microsoft.com/support/kb/articles/Q238/0/85.ASP?LN=EN-US&SD=gn&FR=0 http://support.microsoft.com/support/kb/articles/q254/4/58.asp TBS requires a fully MAPI compliant e-mail application in order for the email to function correctly. Outlook Express is only partially MAPI compliant and as such is not supported..
MP13333	DECT	User cannot launch the OTM DECT applet from the OTM web on a PC that installed the OTM server when using URL "localhost/admin", but the application can launch properly on the PC client.	Use URL "server-name/admin" or "server-IPAddress/admin" instead to launch the OTM DECT applet on the PC where the OTM server is installed.
MP13354	Help	Some alarm information (TIM000, VAS008) within Web Alarm Browser is missing help.	The help information is available through the Windows application.
MP16968	Telecom Billing System	With TBS set up to collect CDR using DBA through a PPP dialup, collection will successfully run once. A second collection will not run.	Shutdown the system window or MAT application and reopen prior to running the collection once again.
MP13784	Station Administration	Unable to select instrument types on greater than 5 characters	Use only the base instrument type name, i.e. use M3903 rather than M3903H
MP14111	DBA	The path for detail1.img cannot be changed if DBA is connected to the M1 through a serial connection. Adding or changing rules while connected through a serial connection will consume a significant amount of CPU time.	
MP14113	Help	Occasional instances of "old naming" used within custom help. Desktop User Access (OTM 1.0x) has been replaced by End User Access (OTM 1.1), and "Global	

		Change" (OTM 1.0x) has been replaced by Directory Update (OTM 1.1).	
MP14142	Installation	On initially installing OTM 1.10.50 on a Windows NT server, the first reboot produces an error message:"TNChecker: Can not create dispatch".	Reboot one more time following the installation.
MP14176	Help	No online help for "Find PE Units (M1)" within Web Maintenance Pages	
MP14376	Scheduler	The first time a traffic collection is scheduled after a new installation an error box appears caption says Scheduler. Subsequent times it does not appear and collection is successful	
MP14766	Scheduler	Priority field in task properties is "grayed" out	Although grayed out, the field is still modifiable.
MP14832/ MP16198	Alarms	MDRSNMPSRV starts automatically and leaves the icon visible in the Windows taskbar. It starts even though it is not enabled in Event Log Viewer.	This icon can be closed if there is no need to forward entries in the Event Log Viewer to Alarm Notification. The option to enable sending trap does not start MDRSNMPSRV. If the icon is closed, you will need to reboot the PC to have it started again.
MP14946	ITG	ITG file transfers fail when other FTP services are running	Stop other FTP services from running.
MP15644	System Terminal	If the connection to the switch fails to be established, eslecting System Terminal will not prompt for overlay passthrough. There will be no response.	
MP15775	Web Maintenance	Cannot execute commands for ELAN ports and intermittently other units/equipment.	Use maintenance windows
MP15821	Common Services	Once system data base been updated, the Core Equipment shows Network Groups and PE shelves which do not exist on the M1 Option 11C platform.	Close the System Window and re-open it.
MP15828	Alarm Browser	On first launching System Alarms, or after launching alarms browser, pressing the "Apply Filter" button will display some alarms which do not belong to the selected system.	Press refresh on the browser to update the data being displayed.
MP15963	Station Administration	After successful transmission of a newly added DCS set, the virtual TN is not being updated in the OTM Station Window. If a change is then made to the set, the transmit will fail. A retrieve all will result in two	

		records of the same set (one with and one without VTN).	
MP16138	Alarm Script Wizard	When Alarm Script Wizard is launched, a console window comes up and then the main Alarm Script Wizard window is launched. When user closes the Alarm Script Wizard window, on Window 95/98 the console window will not close automatically. The user has to manually close the console window. The Console window closes automatically on Win NT	Close the console window manually.
MP16286	Installation	Package 384 not listed in OTM System Properties	
MP16295	DBA	A DBA program error is displayed when the laptop is restarted. It occurs before the OTM logon window appears.	Click OK and ignore
MP16307	Shutdown	Repeated attempts required to shut down OTM properly on a Windows 95 standalone	
MP16309	DBA	When a live session in DBA is launched, and the FTP session for buffered data retrieval fails, DBA will not retry until the live session fails and then reconnects.	Monitor ELV. When a DBA00006 occurs, stop and remove the DBA live session to that switch. Wait a few minutes and rebuild the session. Monitor ELV. Repeat until DBA00005 is received
MP16314	Web Services	When the customer accesses the Web Navigator and clicks on the Current Status window under the Equipment drop down, there are two instances of OTM Event Services, one stopped and one started.	No apparent impact.
MP16389	Web TBS Reports	The link for Billing reports always shows even though the documentation says that "If the Web Reporting Role is No Access, or if it is left blank, the Billing Reports link is not displayed."	
MP16392	Web Common Services	Web "Current Status" display is incorrect	
MP16425	Web Common Services	When a Domain User with no access to OTM Admin web pages attempts to log on, it will authenticate his/her password and then throw an error page in browser.	
MP14311/ MP16197/ MP16827	Installation	Errors messages show up when restarting after installation on NT Workstation standalone. Error message: "MRD.Event Log: Unable to create object required for Event Logging TN Checker"	Reboot PC

MP16705	Station Administration	"CoCreateInstance () Failed" error message may intermittently occur when opening Station Administration	Click past error to continue.
MP13842	Corporate Directory	Corporate Directory functionality on 390x sets will no longer work if the entry has a comma in the name.	Do not use commas in names
MP09774	MAT to OTM Migration	First and Last Name is not migrated from MAT to the OTM Employee Editor.	Retrieve all from the switch to create the directory data.
MP08534/ MP15677	CPND	OTM does not automatically synchronize CPND data when changes are made to name data via station in maintenance mode and Link to Directory flag for CPND is unchecked.	Manually enter CPND module and synchronize data
MP16153	Help	There is no help in the System Monitor window, after selecting menu "Alarm\Configure" to open the Alarm dialog then selecting Help button.	
MP16293	Maintenance Pages	With 2 users connected to the same server and working through Web Maintenance, if both execute any command on any system within a few seconds of each other, the mt.exe will use 99% of CPU on that server.	Users cannot kill this process manually. Reboot the server.
MP16654	Station Administration	There is a documented limit for the size of the logfile being opened from within Station. If this size is exceeded and the log file is not opened through an external application as indicated in the User Guides, then a GPF is generated.	Use documented procedure for opening large Station log files
MP17024	Installation	After installing OTM, unable to start OTM Navigator. "missing mdrtrctom.dll" message is generated.	Call local GCCS group for support.
MP15958	LDAP Sync	If a user tries to remove an attribute from the mapping once the task has been scheduled, the removed task is still mapped when the synchronization with the LDAP server happens.	
MP14921	Help	Error Message appears when opening help on Alarm Wizard	Click OK to move past error message.
MP15320	Maintenance Windows	Status commands for PRI2 DCH ports failed for Succession CSE release 1.0 and X11 Release 25.30 and earlier	

MERIDIAN 1 REQUIREMENTS

The following chart outlines the available OTM applications and the X11 software and connection types supported.

OTM Functionality	X11 Release Supported										Connection Type ¹
				19	20	21	22	23	24	25	
Maintenance Windows							☑	☑	☑	☑	Ethernet/PPP
Alarm Management (windows)				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
System Terminal:											
Overlay Passthru							☑	☑	☑	☑	Ethernet/PPP
VT220				☑	☑	☑	☑	☑	☑	☑	Serial
ESN ART				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Station Administration				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
Traffic Analysis				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial ²
Telecom Billing System (TBS)				☑	☑	☑	☑	☑	☑	☑	Serial
							☑	☑	☑	☑	Ethernet (DBA)
Call Tracking				☑	☑	☑	☑	☑	☑	☑	Serial
Web Alarm Viewing				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Virtual Terminal Server				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP
Maintenance Pages							☑	☑	☑	☑	Ethernet/PPP
Web Desktop Services				☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
LDAP Sync.							☑	☑	☑	☑	Ethernet
Access Server				☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial

¹ Ethernet and PPP connections are only supported on Release 22 or later and requires the MAT Management Interface software package 296.

² If traffic is being collected through a buffer box only a serial connection is supported.

Systems equipped with IOP Cards (Input Output Processor)

For Meridian 1 systems equipped with IOP cards, the minimum supported vintage is NT6D63BA Release 01.

Systems equipped with IOP/CMDU Cards (Input Output Processor / Core Multi Drive Unit)

Certain IOP/CMDU cards, vintage number NT5D20AA, appear to have a problem when attempting to connect to a Meridian 1 via Ethernet.

This is denoted by the OTM System Window not being able to make an Ethernet connection to the Meridian 1. No alarm messages are received and there is no indication of faults on the card.

Course of Action:

Ensure the IOP/CMDU card was working prior to the installation of OTM and the cabling for Ethernet has been installed correctly.

From the OTM PC, open a DOS window by selecting the MS-DOS Prompt under the Start/Programs menu and perform the following command:

1. Type PING <switch IP address>, i.e. 47.1.1.1. If a 'Request Timed Out' message appears, it indicates that the PC cannot connect to the Meridian 1.
2. The possible causes are:
 - i. Cabling Fault
 - ii. OTM PC set up incorrectly
 - iii. Incorrect IP address or network mask (either on the Meridian 1 or in the Communications tab for the Meridian 1 system properties in OTM)
 - iv. M1 IOP or IOP/CMDU card is faulty
3. This problem requires further investigation and the user is therefore recommended to contact their support organization to determine the exact cause of the communication problem.

X11 Software Packages Required

The following packages are required for each of the applications listed:

Application	X11 S/W Pkg. Required
• Alarm Management*	164, 242, 243 and 296
- Additional package for Alarm Notification	55, 315
• Maintenance Windows	164, 242, 243 and 296
• System Terminal - Overlay Passthru	164, 242, and 296
• Virtual Terminal Server	164, 242, and 296
• Ethernet Connection for Station Administration, Traffic Analysis and ESN ART	164, 242, and 296
• Data Buffering and Access (DBA) - Ethernet	164, 242, 296 and 351
• Data Buffering and Access (DBA) – Serial	N/A
• Meridian 1 database disaster recovery	164, 242, 296 and 351

PC Configuration

The following are the preferred requirements for new PC configurations. For details on minimum configurations (for use on existing PC's) and configuration strategies, please refer to the Installation and Engineering Guide. For help in computing OTM Configurations, based upon individual needs, please use the OTM Engineering Guidelines Worksheet (Excel format) available for use with OTM 1.2.

Preferred OTM Server Configuration

- Hardware:
 - Pentium II Processor PC or higher; minimum clock rate of 400 MHz
 - 1000 MB free space on hard drive (plus customer's data storage requirements).
 - 256 MB of RAM
 - SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
 - 3 1/2-inch 1.44 MB floppy disk drive
 - CD-ROM drive
 - One Ethernet Network Interface Card is required to support connection with the Meridian 1 via Ethernet. A second Ethernet Network Interface Card is optional depending on configuration.
 - Hayes compatible modem is optional for connection to remote sites, required for polling configurations (56K BPS recommended). Please note: "WinModems" are incompatible and therefore are not supported.
 - PC COM port with 16550 UART 3
 - Parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
 - Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)
- Software:
 - TCP/IP Protocol
 - Remote Access Service
 - Windows NT Server 4.0 and Service Pack 6a
 - Windows Option Pack 4
 - Network Card Drivers
 - Windows 2000 Server and Service Pack 2
 - Internet Explorer 5.5

3 For external modems or direct connection the PC must have an available serial port (i.e., one not being used by a mouse or other serial device). The number of PC COM ports required depends on the number of external modem or direct connections required.

NOTE: Windows 95 (limited support), Windows 98, (with Microsoft TCP/IP installed), Windows NT 4.0 Workstation and Windows 2000 Professional can be installed as standalone but are not supported for OTM 1.2 Server configuration (with Windows clients). Windows 95/98 do not support Web Clients.

NOTE: Windows NT Enterprise Edition is not supported. Windows 2000 Advanced Server is not supported.

Preferred OTM Windows Client Configuration

- Platform (Hardware plus Operating System):
 - Pentium II Processor PC or higher; minimum clock rate of 200 MHz (Pentium II 300MHz for running TBS)
 - 500 MB free space on hard drive (plus customer's data storage requirements).
 - 64 MB of RAM (128 MB RAM is recommended for improved performance or for clients running the GCAS and/or CRS applications that are a part of the Billing Enhanced level).
 - SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
 - 3 1/2-inch 1.44 MB floppy disk drive
 - CD-ROM drive
 - Windows 95 (limited support), Windows 98, Windows 2000 Professional with Service Pack 2, or Windows NT Workstation 4.0 with Service pack 6a (with Microsoft TCP/IP installed)
 - Ethernet Network Interface Card
 - Parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
 - Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)
- Software:
 - TCP/IP Protocol
 - Network Card Drivers

The PC configuration above is a minimum recommended configuration only. Some OTM applications will run with less than the specified RAM, but for optimal performance the recommended configuration or better should be used.

OTM Web Browser Client

The OTM Web Client can be launched from a browser on any OS supporting the Java plug in 1.3.1 runtime environment. Windows 95/98, UNIX, and Macintosh platforms included.

Other software required:

- Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08
- Java plug in 1.3.1 Runtime Environment plug-in available in the OTM installation and at <http://java.sun.com/products/plugin>

New Product Functionality

OTM General, Enhanced, Premium Package levels:

The applications within OTM are structured into three core levels of functionality: General, Enhanced, and Premium. Basic management functionality is included in the General Package. The Enhanced and Premium Packages offer access to progressively more functionality. They become preferred solutions where the network and system management needs are more evolved, and the networks are larger, more complex, or diverse. Some functionality is separately orderable, such as Billing General, Billing Enhanced, Access Server and OTM DECT, and can be added to any one of the three core OTM package levels.

Information on the following functionality is contained in the OTM 1.2 User Guides.

X11 25.40 Concurrence

The following features introduced with X11 Release 25.40 are supported:

- M3900 Phase 3 support including:
 - one-button access keys for Callers List and Redial list on M3903, M3904, and M3905,
 - system initiated language selection on M3902, M3903, M3904 and M3905 allowing default setting of a language other than English,
 - new Class of Service for Erase Callers List and Redial List for virtual terminals on M3903V and M3904V.
 - Support for 2 new X11 packages, 386 and 387.
- Network Break in and Force Disconnect support of new features PONW and FDIS, 2 new class of service settings for Network Override Break in and Force Disconnect, and support for the new X11 package 389
- Electronic Lock – Scheduled support of a new class of service, Scheduled Electronic Lock.
- NI-2 Name Display Supplementary Service support of new X11 package 385
- Support of new hardware pack NTRB53 – Clock Controller and related maintenance commands and inventory support.

This functionality is available starting at the OTM General level.

Succession CSE 1000 Release 1.1 Concurrence

OTM 1.2 supports concurrence with Release 1.1 of the Succession Communication Server for Enterprise 1000.

This functionality is available starting at the OTM General level.

i2050 and ITGL2.2 Support

The new i2050 software phone is added to Station Administration and Web Station as well as Maintenance Windows and Maintenance Pages, and the ITG Lineside 2.2 is supported within the ITG application. The maintenance telephone service feature is supported through OTM on both the existing i2004 internet phone as well as the new i2050 software phone.

This functionality is available starting at the OTM General level.

IP Wireless Gateway (802.11) Support

The ITG services are updated to support the new wireless IP gateway application and hardware.

This functionality is available on the OTM General level within the IP Telecommuter Service.

GCAS

The General Cost Allocation System includes the following functionality:

- Allows costing of calling cards, cellular calls, faxes, etc.
- Records imported from a file with original cost, or manually entered.
- Bill types based on Quantity (i.e. Meridian Mail), Time (i.e. Internet usage) or Destination (i.e. pager calls) can be defined.
- Cost profiles are assigned to each bill type defined.
- Detail and summary reports provided against a chargeable entity.

This functionality is available on the OTM add on functionality level Billing Enhanced.

CRS

The Consolidated Reports System includes the following functionality:

- Consolidates billing information from GCAS and TBS and generates reports against the information.
- CRS can only be run against one system at a time.
- Fully flexible user configurable filters (cost, date, time, user), and sorting orders.
- Various output formats (screen, printer, html, text, Access snapshot).
- Reports include employee detail reports and organizational roll-up reports.

This functionality is available on the OTM add on functionality level Billing Enhanced.

TBS Web Reports

Telecom Billing System Web Reports provides a subset of the reports in Telecom Billing System in a web browser. Access is controlled by user and can be provided in 4 levels of viewing privileges (all, peer, managed, personal), or no access. Reports are available for extension, account code and authorization code use, as well as summary reports (for those with more than personal viewing access) and frequency reports (frequently called numbers and frequently called locations).

This functionality is available on the OTM add on functionality level Billing Enhanced.

LDAP Synchronization Support with Microsoft Active Directories and Novell NDS LDAP Servers

Support is provided for two additional LDAP directory servers:

- Novell NDS v7.09 and above
- Active Directory v1.0 and above

Additionally some LDAP enhancements are also introduced:

- Flexible user interface in the LDAP utility so that users can specify what field is key between OTM and LDAP by adding UID to potential mapping fields. "Add" option for fields other than UID, Last Name and First Name which will only copy fields which are mapped from LDAP to OTM.
- Check for correct password or Bind DN within the Test Connection button in the LDAP Server Setup.
- Additional warnings and notices.
- Import of alpha User ID fields in a comma separated text file.

This functionality is available on the OTM Premium level.

Web User Auto Log out

A timeout can be set in Internet Services Manager (on NT Server or Windows 2000 Server), Web Site tab, Connection Timeout edit box which will logout a web user after a predefined number of seconds of no activity.

This functionality is available at the Windows OS level.

Support for MDR 2000e Buffer Boxes

MDR2000e buffer boxes provide ethernet (TCP/IP) connectivity for pulling CDR records only. Scripts are available within the Telecom Billing System application, under collection configuration (choose Ethernet connectivity, and enter the IP address of the MDR 2000e.

To upgrade from an MDR 2000, configure the new buffer's IP address, and then replace the old buffer with the MDR 2000e.

This functionality is available on the OTM Billing General level.

Survivable IP Expansion Web View Enhancement

OTM 1.2 has enhanced the Web Navigator view to visually link together the Main Cabinet with it's Survivable Expansion cabinets. This functionality is also applicable to the Call Server/Media Gateway configuration of Succession CSE 1000.

This functionality is available starting at the OTM General level.

Telecom Billing System Enhancements

A Billing Party Surcharging module has been added to the TBS application.

This functionality is available starting at the OTM General level.

Appendix A:

Migrating CDR Data from MAT Call Accounting to OTM TBS

Introduction

Outlined in this appendix is a method for migrating data from MAT Call Accounting to OTM TBS. This method takes advantage of the fact that MAT Call Accounting archived data is in the same format as the data stored in an MDR 2000 buffer box.

Potential Problems

SL1 CDR and MAT Call Accounting data do not contain any year information in the date format. OTM TBS does store a year based on the CPU clock setting. If a user uses the method outlined below to migrate data from MAT to OTM it **must** be from the same year as the current computer clock setting. Otherwise all data will be assigned to the wrong year.

Migrating CDR Data

Step 1: Archiving CDR Data from MAT

Before upgrading CDR from MAT Call Accounting to TBS the customer should archive their call data. This is done by launching the call database (Figure 1) and then selecting Archive from the Maintenance menu (Figure 2).

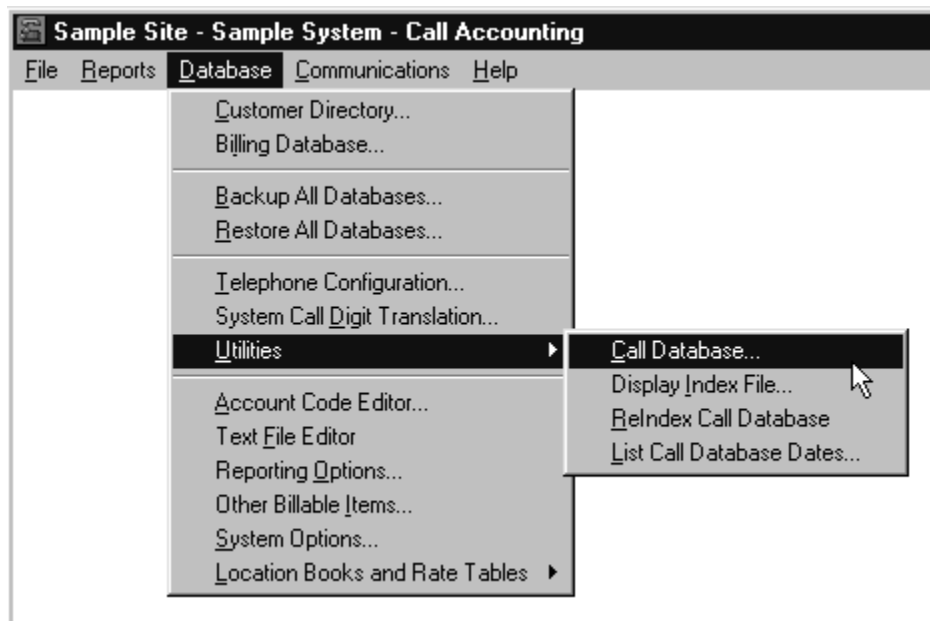


Figure 1 - Launch Call Database

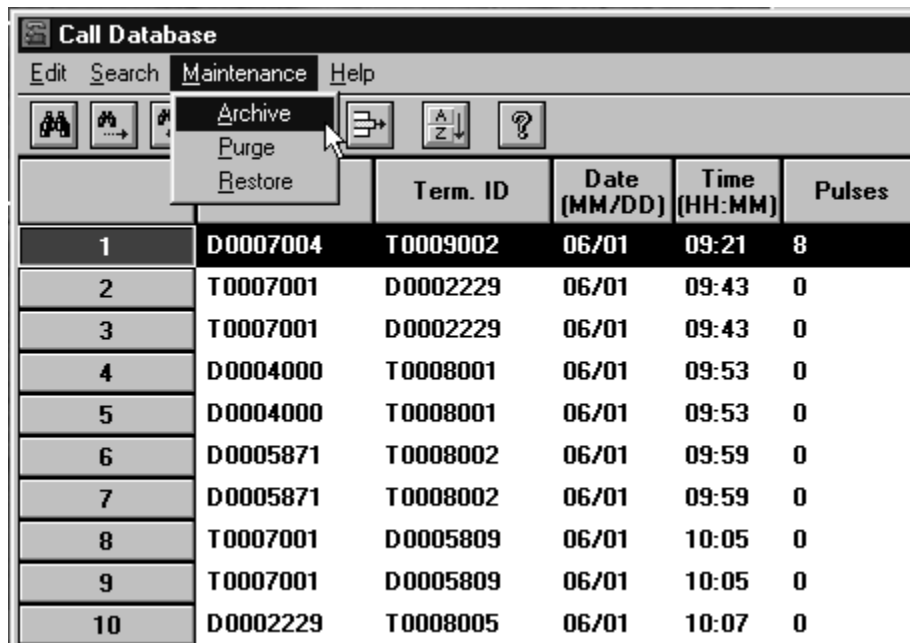


Figure 2 - Launch Archive

The user should then enter in an appropriate filter. In Figure 3 all calls are selected. Then the user can choose where to save their file (Figure 4). The warning in Figure 5 can be ignored as there is no reason to purge the data as the database will be obsolete after the upgrade.

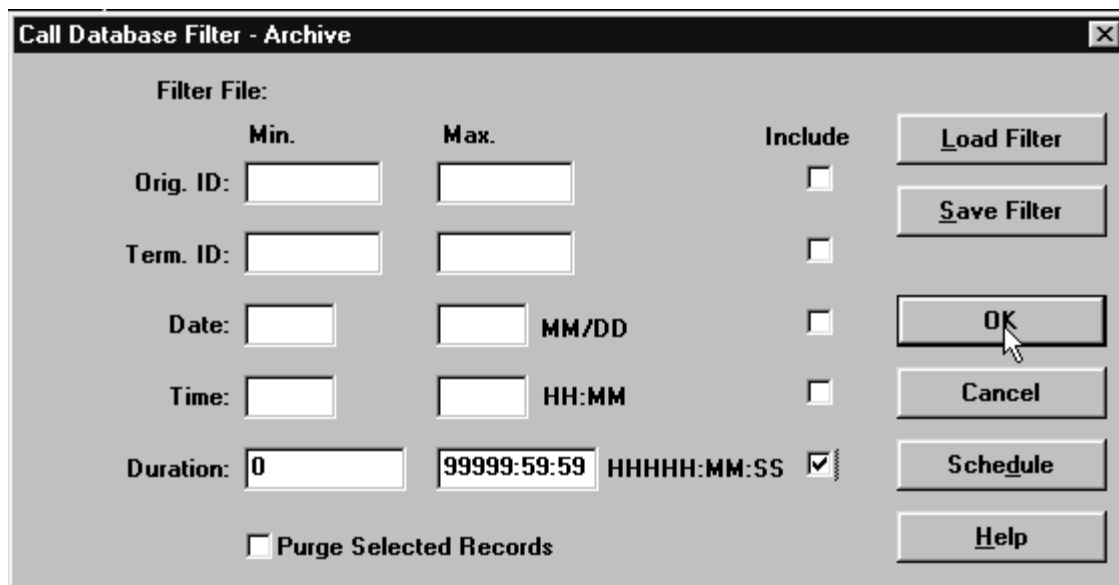


Figure 3 - Set up Archive Filter

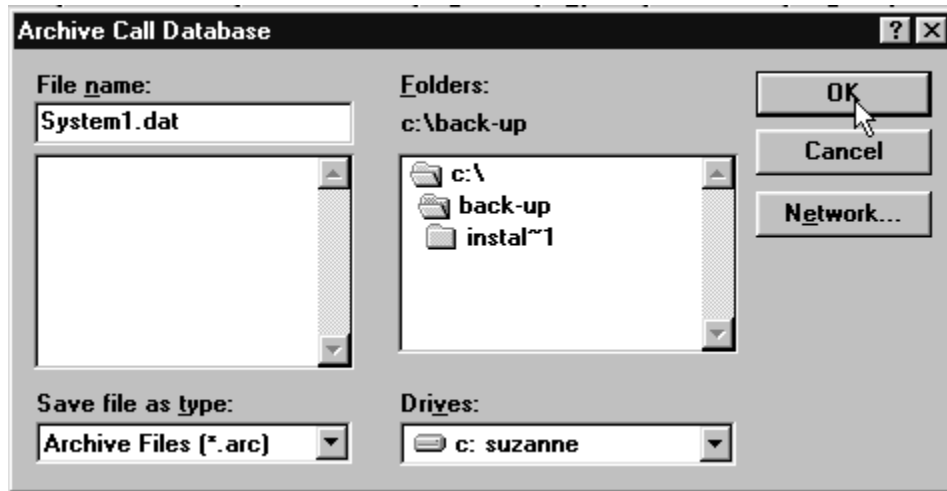


Figure 4 - Name archive file



Figure 5 - Purge Warning Box

Step 2: Collecting the Data into TBS

After the user has upgraded to OTM, they should launch the collection configuration dialog (Figure 6)



Figure 6 - Launching the Collection Configuration Editor

To prepare to collect the archived file they should choose to collect from a file using the MDR2000.col. They should select the file they archived earlier as the file to collect from. It is a good idea to turn off the auto delete option. The Collection Configuration Editor should look like Figure 7. Press OK.

System Configuration

System | **Collection** | Transmission | Alarms

Optional Settings

- ☐ Backup collected data to image file. Selected Collection Script must support this option.
- ☐ Print collection log to default printer. This setting is computer specific.

Connection Settings

Type: **File** Port: **COM2**

Phone No: Baud Rate: **2400**

Redials: **1** Data Bts: **8**

☐ Delete File(s) After Collection Parity: **None**

Stop Bits: **1**

File Name: **C:\back-up\System1.dat** ...

Scripts

Collection Script: **mdr2000.col** ▶

Login Name:

Password:

OK Cancel Apply Help

Figure 7 - Setting on the Configuration Editor for Collecting Archived MAT CDR

Start Collection

Collection Mode

- ☒ **BATCH** - Performs a one-time collection of CDR records.
- ☐ **REAL TIME** - Continuously collects CDR records.

Start Cancel Help

Figure 8 - Batch Collection

The user should do a batch collection out of the archived data file. See Figure 8.

Finally, the user can cost the CDR using the normal TBS procedure. And then the user can modify their Collection Configuration for collecting CDR from their switch.

Appendix B: OTM Installation Quick Reference

Use the following quick reference as a checklist or reminder when starting a new OTM installation.

Meridian 1 Installation Requirements

Software and memory:

- ☐ Required X11 packages (296, 315, and 351 depending on applications being installed)
- ☐ Minimum of 48 MB of memory on the Meridian 1

For Ethernet connections:

- ☐ X11 Release 22 or later
- ☐ Release 24B or later is required for Data Buffering and Access
- ☐ IOP, IOP/CMDU or IODU/C cards for Options 51C, 61C, 81, 81C
- ☐ Ethernet AUI cables to be attached to each IOP (Options 51C, 61C, 81, 81C)
- ☐ NTDK27 Ethernet cable for Option 11C
- ☐ Transceivers to connect to the LAN
- ☐ Router

For PPP connections:

- ☐ Hayes compatible modem
- ☐ SDI port available on the Meridian 1 (configured for SCH only)
- ☐ Serial cable to connect the modem to the SDI port

For serial connections:

- ☐ SDI port available on the Meridian 1 (configured for SCH only)
- ☐ Hayes compatible modem for remote connection (optional)
- ☐ Serial cable to connect the modem to the SDI port

Programming the Meridian 1:

- [] Enable Name Option in LD 17
- [] Define Limited Access Password in LD 17
- [] For Serial communication: Configure a TTY with User = SCH in LD 17
- [] For Ethernet or PPP communication: Configure a pseudo TTY (PTY) with User = SCH in LD 17
- [] Configure Ethernet at the Meridian 1 in LD 117
- [] Define the Gateway (router) IP address on the Meridian 1 in LD 117
- [] Configure PPP at the Meridian 1 in LD 117
- [] INIT the Meridian 1
- [] Enable the new IP address (defined in LD 117) in LD 137
- [] Enable Database Disaster Recovery (DDR) in LD 117
- [] Set open alarm destination in LD 117
- [] Set up Data Buffering and Access in LD 177
- [] Set up filtering in the Meridian 1 to filter out information and minor messages

PC/Server Installation Requirements

Single (Stand alone, no windows or web clients) OTM Installation:

- [] 200 MHz minimum Intel Pentium II Processor or equivalent. Pentium II running at 300 MHz is minimum for Telecom Billing System application.
- [] 2 GB hard drive with 500 MB of free space
- [] 256 MB of RAM
- [] Ethernet Network Interface Card
- [] Windows 95 (limited support), Windows 98, Windows 2000 Professional (with service pack 2) or Windows NT Workstation 4.0 (with service pack 6a)
- [] OTM Dongle
- [] OTM CD and Keycode
- [] Remote Access Service (RAS) (optional)
- [] Modem(s) for remote access (optional)
- [] Windows NT Option Pack 4 (for installation of IIS)
- [] Internet Explorer 5.5

OTM Server Installation:

- [] 400 MHz minimum Intel Pentium II Processor or equivalent.
- [] 3 GB hard drive (1 GB of free space plus customer data storage requirements)
- [] 256 MB of RAM
- [] Ethernet Network Interface Card (second card optional, depending on configuration).
- [] PC COM port with 16550 UART
- [] Hayes compatible modem (optional)
- [] Windows NT Server 4.0 and Service Pack 6a or Windows 2000 Server and Service Pack 2

- [] Windows NT Option Pack 4 or Windows 2000 Server
- [] Windows NT 4.0 Workstation and Windows 2000 Professional (only if no windows clients)
- [] Remote Access Service
- [] OTM Dongle
- [] OTM CD and Keycode
- [] Configure and test network interfaces
- [] Enable IP routing (if applicable)

OTM Client Installation:

- [] **Windows Client** - 200 MHz minimum Intel Pentium Processor or equivalent (300 MHz Pentium II required for Telecom Billing System application). **Web Client** - 160 MHz Intel Pentium Processor or equivalent.
- [] 2 GB hard drive with 500 MB of free space
- [] **Windows Client** – Minimum 64 MB of RAM (recommend 128 MB RAM for improved performance). **Web Client** - 32MB of RAM.
- [] **Windows Client** - PC COM port with 16550 UART
- [] Ethernet Network Interface Card
- [] Windows 95 (limited support), Windows 98, Windows 2000 professional, or Windows NT Workstation 4.0
- [] **Windows Client** - Remote Access Service
- [] **Windows Client** - OTM CD and Keycode (no Dongle required)
- [] **Web Client** - Java Runtime Environment (JRE) 1.3.1 and Microsoft Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08

LAST PAGE